

**THE CORPORATION OF THE
MUNICIPALITY OF WAWA**

BY-LAW NO. 2500-11

BEING A BY-LAW to adopt Municipality of Wawa Policy No. PR-006: Accessible Customer Service.

WHEREAS the *Municipal Act, 2001*, S.O. 2001, Chapter 25, Section 8, provides the powers of a municipality under this or any other Act shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

AND WHEREAS the Municipal Act, S.O. 2001, Chapter 25, Section 9, provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS the Corporation of the Municipality of Wawa recognizes the need to establish a policy in accordance with the *Accessibility for Ontarians with Disabilities Act*;

NOWHEREFORE the Council of the Corporation of the Municipality of Wawa enacts as follows:

1. THAT Municipality of Wawa By-Law No. 2357-10 be and is hereby repealed.
2. **THAT** Policy No. PR-006: Accessible Customer Service Policy herein attached as Schedule "A" to this By-Law and forming an integral part of this By-Law, be adopted.
3. **THAT** the Mayor and Clerk be and they are hereby authorized to sign this By-Law and to affix the corporate seal thereto.
3. **THAT** this By-Law is enacted upon the third and final reading hereof.

READ a first and second time this 4th day of October, 2011.

LINDA NOWICKI, MAYOR

CHRIS WRAY, CLERK

READ a third time and be finally passed this 4th day of October, 2011.

LINDA NOWICKI, MAYOR

CHRIS WRAY, CLERK



The Corporation of the Municipality of Wawa
Policy Manual

POLICY TITLE: Accessible Customer Services	SUBJECT: Accessibility Standards for Customer Services
Policy Section: Media and Public Relations	Policy No. PR-006
Effective Date: October 4, 2011	Enacted By: By-Law No. 2500-11

Section A

Preamble

- 1.0 The Municipality of Wawa acknowledges the legislative requirement for and the commitment to provide high quality goods and services that are accessible to all persons it serves.
- 2.0 The Municipality of Wawa is committed to provide customer service that respects the dignity and independence of people with disabilities.

Section B

Policy Statement

- 1.0.0 This policy is intended to fulfill the requirements set out in the Ontario Regulation 429/07 of the *Accessibility for Ontarians with Disabilities Act, 2005*, to establish a policy for the Municipality governing the provision of its goods and services to persons with disabilities.
- 2.0.0 The *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.
- 3.0.0 The Municipality of Wawa is commitment to the delivery of customer service respects the dignity and independence of people with disabilities.



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4.0.0 The Policy is prepared in accordance with the Accessibility Standards for Customer Service (Ontario Regulation No. 429/07) and addresses the following:

- ◆ The provision of goods and services to persons with disabilities;
- ◆ The use of assistive devices by persons with disabilities;
- ◆ The use of service animals by persons with disabilities;
- ◆ The use of support persons by persons with disabilities;
- ◆ Notice of temporary disruptions in services and facilities;
- ◆ Training;
- ◆ Customer feedback regarding the provision of goods and services to persons with disabilities; and
- ◆ Notice of availability and format of documents.

Section C

Definitions

- 1.0.0 “*Assistive Device*” means a device used to assist persons with disabilities in carrying out activities or in accessing services of persons or organizations covered by the Customer Service Standard.
- 2.0.0 “*Corporation*” means the Corporation of the Municipality of Wawa or its successors.
- 3.0.0 “*Council*” means the Council of the Corporation of the Municipality of Wawa or its successors.



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4.0.0 **“Disability”** means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

5.0.0 **“Guide Dog”** means a guide dog as defined in section 1 of the *Blind Persons’ Rights Act* and is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the *Blind Persons’ Rights Act*.

6.0.0 **“Municipality”** means the Corporation of the Municipality of Wawa or its successors.

7.0.0 **“Physician”** means a physician who is a registered member, in good standing, with the College of Physicians and Surgeons of Ontario.



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8.0.0 **“Service Animal”** means any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

9.0.0 **“Support Person”** means a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services.

Section D

Regulations

1.0.0 **Scope**

This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Municipality, whether the person does so as an employee, member of Council, volunteer, student on placement, or otherwise, and all persons who participate in the developing of the Municipality’s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

2.0.0 **Providing Goods and Services to People with Disabilities**

The Municipality will make reasonable efforts to:

- ◆ Provide its goods and services in a way that respects the dignity and independence of people with disabilities.



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- ◆ Give people with disabilities the same opportunity to access goods and services and allow them to benefit from the same services, in the same place and in similar way as other customers.
- ◆ Communicate in a manner that takes into account the person's disability.

3.0.0 Communication with Persons with Disabilities

When communicating with a person, the Municipality will do so in a manner that takes into account the person's disability.

3.1.0 Telephone Services

It is committed to providing fully accessible telephone service to our customers. It will train staff to communicate with customers over the telephone in clear and plain language, and to speak clearly and slowly.

It will offer to communicate with customers by email or written text, if telephone communication is not suitable to their communication needs or is not available.



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3.2.0 Assistive Devices

It is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from municipal goods and services. It will ensure that its staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing goods or services provided by the Municipality. Exceptions may occur in situations where the Municipality has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In such situations, the Municipality may offer the person with the disability other reasonable measures to assist him or her in obtaining, using and benefitting from the Municipality's goods and services, where the Municipality has such other measures available.

It should be noted that it is the responsibility of the person with the disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

3.3.0 Billing

It is committed to providing accessible invoices to all of its customers. For this reason, invoices will be provided in the following formats upon request: hard copy or large print.

It will answer any questions customers may have about the content of the invoice in person, by telephone or email.



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3.4.0 Standard Practices

The Municipality will establish standard practices to assist in providing accessible Customer Service. These Standard Practices will form part of the mandatory training requirement.

4.0.0 Use of Service Animals

The Municipality is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties. If a guide dog or other service animal accompanies a visiting person with a disability, the Municipality shall ensure that the person is permitted to enter the premises with the animal and keep the animal with him or her. If a service animal is excluded by law, the Municipality will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the Municipality's goods and services.

If it is not readily apparent that the animal is a service animal, the Municipality may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. The Municipality may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

The Municipality will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.



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5.0.0 Support Persons

The Municipality is committed to welcoming people with disabilities who are accompanied by a support person. If a support person accompanies a visiting person with a disability, the Municipality shall ensure that both persons are entitled to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

The Corporation of the Municipality of Wawa may require a person with a disability to be accompanied by a support person when on Municipality's premises, but only if a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.

A support person, when assisting a person with a disability to obtain, use or benefit from the Municipality's goods and services, will be permitted to attend at no charge where an admission fee is applicable.

6.0.0 Notice of Temporary Disruption (See Appendix "1")

The Municipality is aware that the operation of its services and facilities is important to the public. However, temporary disruptions in the Municipality's services and facilities may occur due to reasons that may or may not be within the Municipality's control or knowledge.

The Municipality will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The Municipality will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the Municipality will provide notice as soon as possible.



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When temporary disruptions occur to the Municipality's services or facilities, the Municipality will provide notice by posting the information in visible places, or on the Municipality's website (www.wawa.cc), or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

7.0.0 Training for Staff

7.1.0 The Municipality of Wawa will ensure that all persons to whom this policy applies receives training as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The content of the training will include the following:

- A review of the purposes of the AODA;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation No. 429/07);
- Instruction on the Municipality's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- What to do if a person with a particular type of disability is having difficulty accessing the Municipality's goods or services;



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- How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- Information about the equipment or devices available on the Municipality’s premises that may help with the provision of goods or services to persons with disabilities.

7.2.0 Timeline for Training

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an on-going basis as changes occur to the Municipality’s policies, procedures and practices governing the provision of goods or services to persons with disabilities.

7.3.0 Records of Training

The Municipality will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Protection of Privacy Act* (“MFIPPA”).



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8.0.0 Feedback Process (See Appendix “2”)

The ultimate goal of Municipality is to meet and surpass customer expectations while serving customers with disabilities. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or other methods.

Information about the feedback process will be readily available to the public and notice of the process will be posted on the Municipality’s website (www.wawa.cc) and/or in other appropriate locations.

9.0.0 Modifications to this or other Policies

The Municipality is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of The Corporation of the Municipality of Wawa that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



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10.0.0 Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by, or referred to the Chief Administrative Officer or designate of The Corporation of the Municipality of Wawa.

Section E

Policy Adoption and Review Guidelines

Date of Adoption by Council	By-law No.	Motion No.	Date of Most Recent Review by Council	Date of Next Review by Council
June 1, 2010	2357-10		May 2010	May 2012
October 4, 2011			September 2011	August 2013

Section F

References to Other Policies or By-laws

Policy Title	Policy Section	Policy Number



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References and Related Documents

- *Ontarians with Disabilities Act, 2001*
- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Ontario Regulation No. 429/07 – Accessibility Standards for Customer Service*
- *Ontario Human Rights Code*
- *Dog Owner's Liability Act, 1990*
- *Blind Person's Rights Act, 1990*



THE CORPORATION OF THE MUNICIPALITY OF WAWA
DOCUMENT FOR NOTIFYING THE PUBLIC
ABOUT DISRUPTIONS IN SERVICE



Appendix "1"



NOTICE OF DISRUPTION

Type of Disruption _____

Reason for Disruption _____

Duration of Disruption _____

Alternative Facilities or Services _____



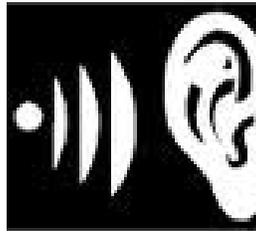
THE CORPORATION OF THE MUNICIPALITY OF WAWA
FEEDBACK FORM



Appendix "2"

Invitation for Feedback on the Provision of Goods or Services to People with Disabilities and Availability of Policy

*We want
to hear
from you*



*We strive to
improve our
accessibility
for customers
with disabilities*

We Welcome your Feedback!!!

**To share your comments, request a feedback form or
request a copy of our accessibility policy ...**

**Please call 705-856-2244, or email
ccyr@wawa.cc**

Thank you,

The Corporation of the Municipality of Wawa



Appendix "3"

**THE CORPORATION OF THE MUNICIPALITY OF WAWA
DOCUMENT FOR OBTAINING FEEDBACK**



CUSTOMER FEEDBACK FORM

Thank you for visiting The Corporation of the Municipality of Wawa. We value all of our customers and strive to meet everyone's needs. Please tells us the date and time of your visit.

1. Did we respond to your customer service needs today?

Yes No

2. Was our customer service provide to you in an accessible manner?

Yes No

If no, please explain.

3. Did you have any problems accessing our goods and services?

Yes Somewhat No

Please add other comments you may have.

Contact information (Optional).

(Name) _____

(Address) _____

(City/Postal Code) _____

(Email address) _____

Thank you.

The Corporation of the Municipality of Wawa



**THE CORPORATION OF THE MUNICIPALITY OF WAWA
DOCUMENT FOR ADDRESSING CUSTOMER FEEDBACK**



Appendix "4"

Date Feedback received.

Name of Customer (Optional)

Details:

Follow-up:

Action to be taken:

Staff member:

Date:
